

hospice

ANNUAL REPORT TO THE COMMUNITY

ST. JOSEPH'S HOSPICE OF LONDON

NO. 8 // 2020 - 2021





WELCOME

We warmly welcome you to our 2020-2021 Annual Report to our Community. Whether you are new to St. Joseph's Hospice or are already a friend, we invite you to read our latest news and be inspired by our real-life stories.

We hope you will learn more about our programs and services and increase your understanding of the ways St. Joseph's Hospice makes a difference in the lives of those living with a terminal illness, their caregivers, and those who are bereaved.

BOARD OF DIRECTORS

Thank you to our 2020-2021 Board of Directors for your dedication and tenacity in guiding the important work of Hospice.

- David Nash, Chair
- Paul Fox, Vice Chair
- Steven Stefanko, Treasurer
- Kimberley Chesney
- Casey Dockendorff
- Corrie Gicante
- Paul Hogan
- Shawn McConville
- Marcin Weryk
- Glen Pearson
- Richard Corneil



ST. JOSEPH'S
Hospice
OF LONDON

an update from our directors



Janet Groen, Executive Director

David Nash, Board of Directors President

As we write our Annual Report to the Community, we are still in the grip of a global pandemic that has changed the ways St. Joseph's Hospice of London cares for and interacts with our residents/clients, families, volunteers, staff, donors and each other.

At the outset of the Covid-19 pandemic, changes were made affecting staff and volunteer services. Hospice staff who did not provide direct care to residents began to work remotely; large group gatherings including fundraising events and community meals were cancelled; group support programs transitioned to virtual formats and our wellness center that provides complementary therapies closed. Volunteer services on-site were restricted to reception, kitchen and resident aide volunteers. The Visiting Volunteer program launched 'Caring Calls' to reach out to palliative clients who have been isolated in their homes to bring them companionship and hope.

As the Middlesex London Health Unit advised when we were to be in a Prevent (green), Protect (yellow), Restrict (orange), Control (red) or Lockdown (grey) measures phase, we made accommodations at our Hospice Residence including but not limited to visitor restrictions, occupancy, essential volunteer roles, and non-essential workers permitted to work on site.

While COVID was always top of mind, important projects continued and our incredible team achieved recognition.

With great pride and gratitude, we announced that Hospice's Medical Director, Dr. Natalie Hertzman, was recognized and awarded the Dr. Dana Winterburn Award from the City-Wide Department of Family Medicine; Kibby Brooks was Awarded the June Callwood Award in 2020 for over 35 years of exceptional volunteer service, and Patricia Skidmore was awarded the June Callwood Circle of Outstanding Volunteers Award for 2021.

Hospice Palliative Care Ontario (HPCO) is a provincial association for hospices and palliative care providers. Each year, HPCO hosts a three-day conference to collaborate and integrate hospice palliative care in all settings. We are pleased to share that two Hospice staff members were selected to be presenters at HPCO's 2021 Annual Conference 'The New Normal of Hospice Palliative Care in a Pandemic World' which highlighted inspirational individuals who embraced innovation during these challenging times. Amanda Brown, our Program Coordinator, in collaboration with colleagues from Dorothy Lea Hospice, presented on "Enhancing Resilience - Virtual Self-Compassion Training for Individuals with Life-Limiting Illness, Caregivers and the Bereaved". Allan Barnfield, our Nutrition Services Coordinator presented "Connected Through Cooking for Caregivers and Bereaved Clients".

HPCO offers Accreditation Review services which is a process of assessing health care and social services against standards of excellence to identify what is being done well and what needs to be improved.

Accreditation assures the delivery of consistent, high quality hospice palliative care among accredited programs and services located throughout the province. We prepared for an Accreditation Review which occurred in April 2021. We are thrilled to announce that HPCO awarded St. Joseph's Hospice with a Three-year Accreditation for Visiting Hospice, Hospice Residence, Grief & Bereavement Support Services and Spiritual Care Services as a result of achieving a score of greater than 90% on the assessment. This decision reflects the dedication and excellent care and service provided by our Hospice Team.

With gratitude I wish to thank our Hospice Community for your continued support throughout this difficult past year. I am very proud of the great work by our staff and volunteers in keeping themselves, their families, and our community safe. The resilience and commitment you have demonstrated this past year is commendable. We are thankful to all our donors who supported Hospice through our COVID-19 Relief Fund, Virtual Hike for Hospice, lottery and ongoing needs for patient and community care in our community. I wish to extend our appreciation to the Sifton Family Foundation for their support of our "Connected Through Technology" IT projects over the past year, in loving memory of Wayne Reid, helping us keep our staff connected to our residents and clients. Thank you Sifton Family Foundation for your overwhelming support to Hospice. We cannot do the important work we do without your support.

This year we have all faced unprecedented challenges and have come together to provide compassionate care and companionship to palliative and bereaved individuals and families – and hope is on the horizon. The words "Stronger Together" have never been more reflective of our Hospice community. I have been amazed at the commitment of our staff and grateful to our many volunteers, Board members and donors who have risen to the challenge during the pandemic to provide incredible care with heart, resilience, and creativity.

Please continue to stay safe and healthy.

Sincerely,

Handwritten signature of Janet Groen in black ink.

Janet Groen

Handwritten signature of David Nash in black ink.

David Nash



TOGETHER IN CARE

OUR MISSION

WE ARE HERE FOR YOU...
BECAUSE OF YOU.

St. Joseph's Hospice is a charitable organization that provides compassionate care and companionship to palliative and bereaved individuals and families; recognizing and embracing their unique needs.

Our vision is to create a community that honours people as they journey to life's end and to provide a haven where the palliative, the caregiver and the bereaved experience compassion, hope, and healing.

We respect the values and beliefs, choices, experiences and diversity of all individuals and their families.

We provide continuity and consistency of care that is accessible and responsive to a client's wishes, concerns and priorities. We also act as an advocate for the client's needs.

We empower our staff and volunteers to be leaders in the provision of compassionate care, support, and companionship to our clients.

We provide volunteer training, and opportunities for the public and healthcare professionals to further promote and raise awareness about hospice care.

**"In diversity there is beauty
and there is strength"**

- maya angelou

Addressing each person's unique needs,
all Hospice programs and services are offered
at no charge and are available irrespective of
gender, sexual orientation, religion, race,
ethnicity or economic status.



ST. JOSEPH'S
Hospice
OF LONDON

SJHospiceLondon.com



patient & family care in our residence

Our Hospice Residence offers 24-hour state-of-the-art palliative care provided by specially trained medical care staff and volunteers.

Designed to embrace the beauty of the natural environment, our 10 private suites sit along the edge of a lush forested area and provides a 'home away from home' at no cost for those living with a palliative illness and their family.



A BEAUTIFUL REUNION

ED & DOREEN

PATIENT & FAMILY CARE
IN OUR RESIDENCE

Our hearts were bursting at the heart of the pandemic, when we were able to help orchestrate a beautiful and long past-due reunion between Ed and his wife of 67 years, Doreen.

After Doreen went into a compassionate long-term care home a few years ago, Ed would travel from their home to spend time with her as often as possible, using paratransit. When his own health began to fail in January of 2020 he was unable to make his regular visits, leaving them both isolated and apart for the first time in nearly 70 years. As we all know, the Covid-19 pandemic arrived in March, meaning after the already 2 long months of not seeing one another, it became uncertain how many more would pass until they could be together once again.

When Ed was welcomed to Hospice in mid-June, the first priority was ensuring they could spend quality time together once again, and so with the help of Voyageur Transportation, we were able to bring Doreen in her wheelchair to Ed, this time. Their outdoor visit together was the first time they had seen one another in 5 long months, with another visit scheduled for the following week.

This is the magic that happens at Hospice.
This is what Hospice is all about.

**"Being deeply loved by someone gives you strength,
while loving someone deeply gives you courage."**

– Lao Tzu

The Real Heroes of Hospice

SEE HOSPICE THROUGH THE EYES OF OUR FRONTLINERS



It was a few months into the Covid-19 pandemic, when Hope McTaggart, a Registered Nurse and Assistant Director of Care at Hospice met with the wife of a man who was about to be admitted. For six weeks the couple hadn't seen each other while he was in the hospital; the pandemic keeping them apart as no visitors were allowed. Six weeks of not knowing what he would look like when they were reunited. Six weeks of worrying if he would be able to recognize her at all, as his health was deteriorating so quickly. She spoke of his love for nature and hiking, so Hope turned his bed towards the window so his first view would be of the beautiful trees outside of his room.

As he was wheeled down the hallway, eyes closed and resting, his wife's nervousness was palpable.

Once in his bed, his eyes still closed, she kept repeating "I'm here sweetie. I'm right here," her hand on his. "Would you like to crawl in with him?" Hope asked, and his wife broke down sobbing, climbing into bed to cuddle in right beside her husband. He opened his eyes and smiled.

"I didn't ask any questions related to the admission for several hours, and for those hours they just layed there together. As I walked away from the room with tears in my eyes, I thought to myself:

This is us.

This is Hospice.

This is what palliative care is all about.

BECAUSE OF YOU



We are so grateful for the generous gift from the Bergeron family on behalf of our resident Dorothy. "For Dorothy, St. Joseph's Hospice has been a very positive experience. The entire staff has been so helpful, encouraging and cheerful. They always greet you with a smile and sunny disposition. The donation was a token of our appreciation for everything that St. Joseph's has done for Dorothy and her family. It was our pleasure."
- Anne Bergeron



**"Every day is different, every person is different,
every need is different."**

- Victor Rodriguez, PSW

These are the everyday moments that happen at Hospice. Our team of eight Registered Nurses, ten Registered Practical Nurses and five Personal Support Workers have not stopped – and if anything, are working and caring harder than ever – since the pandemic hit over a year ago.

Victor started his Hospice journey eleven years ago when he first began as a volunteer. In May of 2014 he took on the role of a PSW, supporting both the nursing staff and the residents – but he doesn't consider it 'work'.

Giving support to the residents isn't a job. It's a reward.

Hope recalls when she joined Hospice after working at a hospital how she was overwhelmed by the contrast and difference in the time spent with patients.

"The focus became on the resident and family, not medication and procedures. At Hospice, we want all our residents to die well. We create dignity and respect by supporting the unique needs and wants of the resident." This focus on ensuring every resident receives a dignified experience, regardless of the pandemic and the many new and time-consuming protocols that are now in place, is the Hospice difference.

"Every day is different; every person is different, every need is different," adds Victor. "I do whatever they need. I provide whatever they need, and if it's ice cream at three in the morning, I bring them ice cream at three in the morning. If they need their nails trimmed, I trim their nails. If they want them painted, we paint." He recalls one resident whose wife asked if Victor could trim her husband's toenails. "I said 'Yes! And we can paint them too!'" he adds.

She laughed and said her husband wouldn't like that, so Victor asked him directly, instead. "If you paint yours too, I'll let you paint mine," the man said back, surprising his wife. "So, I took off my shoes and socks and we all painted our toenails red."

Several weeks later, the man was watching a Maple Leafs game, and his wife had decorated the room with blue flags everywhere, since he loved the team so much. Entering the room, Victor recalls saying, "Well we have a problem here, everything is blue, and your toes are red!" And so, they painted their toenails blue while they watched the game together.

This is what Hope also wishes people knew about Hospice. That it isn't sad.

"Whenever I tell friends what I do, their response is always 'Oh, that's sad'. But it's really not. I see beautiful, happy moments every day at Hospice. I consider it an absolute privilege to be a part of someone's last months, weeks or days. The gratefulness for life is felt with every shift you work, every room you walk into. There's a sense of peace at Hospice, and it's absolutely beautiful."

The global pandemic has changed the landscape of healthcare – but not care itself. Our frontline care staff have continued providing the highest quality of compassionate care, uninterrupted, despite each and every hurdle the pandemic has introduced. Alongside the ongoing efforts of our staff, it's through the generous support of people in our community like YOU that Hospice has been able to continue our mission throughout the pandemic of providing the best wraparound palliative care possible in the London-Middlesex community.

BECAUSE OF YOU



During the unprecedented arrival of the global Covid-19 pandemic that brought with it countless challenges for Hospice, the generous support of our community helped to raise **over \$118,000** through our Covid-19 Relief Fund. These funds directly assisted in allowing Hospice to continue offering compassionate palliative care, while reacting quickly to protect our residents, staff and volunteers.

“You matter because of who you are. You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but to live until you die.”

– dame cicely saunders
(Modern Hospice Founder)



ST. JOSEPH'S
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community & supportive care

St. Joseph's Hospice offers a variety of programs and services to our clients, their loved ones and caregivers. Services are offered both in the comfort of our clients' homes or in the warm, inviting environment of the Wellness Center Wing at St. Joseph's Hospice. All programs and services are offered at no cost to the community.

Hospice addresses the physical, psycho-social and spiritual needs of those we serve. Fear, sadness, anger, and confusion are natural to the bereavement process. Those overwhelmed or concerned about their illness or their grieving experience may benefit from these services that include:

- Caregiver Conversations
- Complementary Therapies, including Massage, Reiki, Healing Touch, Therapeutic Touch, Reflexology, Reconnective Healing
- Counselling
- "Exploring Grief"
- "H.E.A.L."
- Memorial Services & Social Events
- Mindfulness Meditation
- Practicing Self-Compassion
- Spiritual Care
- "Understanding Your Grief"
- Volunteer Visiting Program
- Wellness Programs
- Caring Calls
- Connected Through Cooking

TOGETHER THROUGH TECHNOLOGY

2020 brought many unexpected and unforeseen challenges to Hospice. One of those challenges Hospice faced was the current technology infrastructure that couldn't keep up with the immediate need of togetherness and connection.

With an appeal to our community, Hospice was able to strengthen the ways in which our staff were able to keep up with the growing demand to stay connected through our Community and Supportive Care programs and services.

Because of you, Hospice purchased new televisions, phones, iPads and upgraded the wifi bandwidth in all 10-suites to allow our patients to connect with, see the faces, and hear the voices of their loved ones no matter what stage of the pandemic visiting restriction we were in or where they were in the world.

"This initiative received provincial funding to enhance the pandemic response through appropriate virtual care options, which are key in ensuring continuity of health services while preventing the spread of COVID-19."

- Janet Groen
Executive Director, St. Joseph's Hospice

ADAPTING TO THE PANDEMIC

CREATIVE CARE

COMMUNITY AND
SUPPORTIVE CARE

The global Covid-19 pandemic has not only changed how we live our lives, but how we at Hospice assist those who are on their end-of-life journey or coping with the loss of a loved one. Just as you can't pause death or grieving, our Community & Supportive Care team has not stopped despite the restrictions and challenges that the pandemic has introduced. Rather, they've reimagined – and in many cases, improved – how to continue supporting our Hospice community.

GOING VIRTUAL

Amanda Brown, Program Coordinator for the Community & Supportive Care department at Hospice, explains how the delivery of our many much-needed support programs and groups had to be adapted from in-person to online virtual formats. Rather than gathering in a room together, clients have now been meeting on Zoom for programs like "Understanding Your Grief" and "Mindfulness for the Bereaved" among many others. "This changed the client experience significantly, and I had to learn how to be that supportive presence without being in the same room. We moved our in-person Memorial Services and bereaved social events to online formats as well.



"My role is to be a non-judgemental, non-medical, non-family, confidential companion on the journey as patients and their loved ones explore what it means to grieve, to name their gratitude and find a sense of reconciliation prior to death."

- Terry Tribe, Spiritual Care Practitioner

Though the bulk of our complementary therapies continue to be suspended, we continue to offer Reconnective Healing and Reiki, and weekly meditation remotely, thanks to the commitment of our volunteer therapists."

This transition to online formats has made our groups more accessible to a wider audience, encouraging more people to participate from home when time or mobility challenges may have earlier prevented them from attending in person.

NOURISHING THE SPIRIT

Similarly, the beautiful Spiritual Care we offer at Hospice and throughout the community is currently being offered in an entirely new way. Terry Tribe, Spiritual Care Practitioner, recalls how before the pandemic her role was always in-person. "At Hospice, I walked the halls or had coffee with family members to help them sort through unresolved issues or their anticipatory grief. I sat with patients in their suites, getting to know each person in order help them navigate their journey to find meaning and comfort. In the community, I visited patient's homes and sat in living rooms listening to family members tell remarkable stories of resilience and respect for the precious patients they love. Together, we often laughed, cried and hugged when needed."

Luckily, at the time of this report, it is beginning to look like those days of hand-holding and in-person support are once again on the horizon after a long 15 months of adapting day by day. Just as grief is unique to each individual, how we support them is as personalized as the care we pride ourselves on at Hospice.

"Spiritual Care is more than religious support."

Spiritual Care is about helping people define and nurture whatever gives their life meaning, value, passion and purpose. One definition of spirituality is a person's "Vital Breath". Spirituality might be nourished by a 'higher power' or a Divine presence, or by a connection with the practices of a specific faith. Everyone is unique and when facing their mortality, many patients want to reflect upon the big questions of life, death, and their relationships in order to find peace. My role is to be a non-judgemental, non-medical, non-family, confidential companion on the journey as patients and their loved ones explore what it means to grieve, to name their gratitude and find a sense of reconciliation prior to death."

Reflecting on the challenges the pandemic introduced and how she is still able to guide the grieving and the dying, Terry notes that, like our entire society this past year, "We stay physically distant and there is no clasping of hands in solidarity or reassurance; there are no hugs to share strength and support. Masks hide expressive facial messages and fewer family members can be present with the patients. My visits in the community are often by telephone or, as often as possible, appointments are held as video calls." Clients have embraced this new normal, with nearly one-third of Terry's monthly visits switching to FaceTime or Zoom.



BECAUSE OF YOU

"United Way Elgin Middlesex is pleased to have provided financial support for programs and services at agencies like St Joseph's Hospice to help individuals and families in our community cope with the impact of the COVID-19 pandemic."



"The creation and growth of our online instructional videos is likely something that would not have happened without the pandemic."

- Allan Barnfield, Nutrition Services Coordinator

"I recently journeyed with an 86-year-old patient who voiced her gratitude for our FaceTime visits. Another 75-year-old patient preferred phone calls, which I learned were held with her talking to the SmartWatch on her wrist! My video visits or phone conversations are often followed up by emailing articles or websites that were discussed during our conversations."

NOURISHING CONFIDENCE

Just as Terry nourishes the souls of our clients, Allan Barnfield, Nutrition Services Coordinator, nourishes their bodies – and their confidence. Our popular "Connected Through Cooking" program, which was formerly held monthly on-site, needed to be reimagined. Created for bereaved individuals who have little experience in the kitchen, or those who may have lost their zeal for cooking after the death of a loved one, Connected Through Cooking has always supported the psycho-social aspect of grief. Not only instructional, it encourages individuals to be social – both as participants in the program itself but also by using food as a way to connect with others in the community.

Rather than suspend the program because of lockdowns and stay-at-home orders, Allan took it online by creating monthly instructional videos, followed by Zoom discussions where participants can still benefit from the social aspect that everyone loved so much about the "Connected Through Cooking" program. "The creation and growth of our online instructional videos is likely something that would not have happened without the pandemic," Allan points out. "The pandemic has encouraged us to look at different delivery models, and with the online videos, we are now reaching and impacting a larger audience."

The growing "Connected Through Cooking" video library is now accessible at any time by anyone – a clear benefit that would never have happened if the pandemic hadn't created the need for reimagining the delivery of the program. This not only is helping to reach more bereaved individuals but has proven to be continually supportive of our clients who can now refer back to the videos long after the class is over.

Reflecting on the clients we support at Hospice, Amanda Brown explains that Hospice has witnessed a significant change in the reasons for individuals accessing grief support over the last year. "Grief is different now, whether someone lost their loved one before or during the pandemic," she adds. "We've lost so many of our rituals and social supports that we lean on in our grief and that is taking a toll on everyone, no matter where they are in their grief journey. Some clients we supported before the pandemic have commented that it has really set them back in their healing. People can feel very isolated in their grief, and the pandemic certainly hasn't helped any of that."



It's for this reason exactly that pivoting our support groups and programs to virtual formats was absolutely imperative, so we can continue the important work we do at Hospice, as grief does not stop even when the world as we know it does.

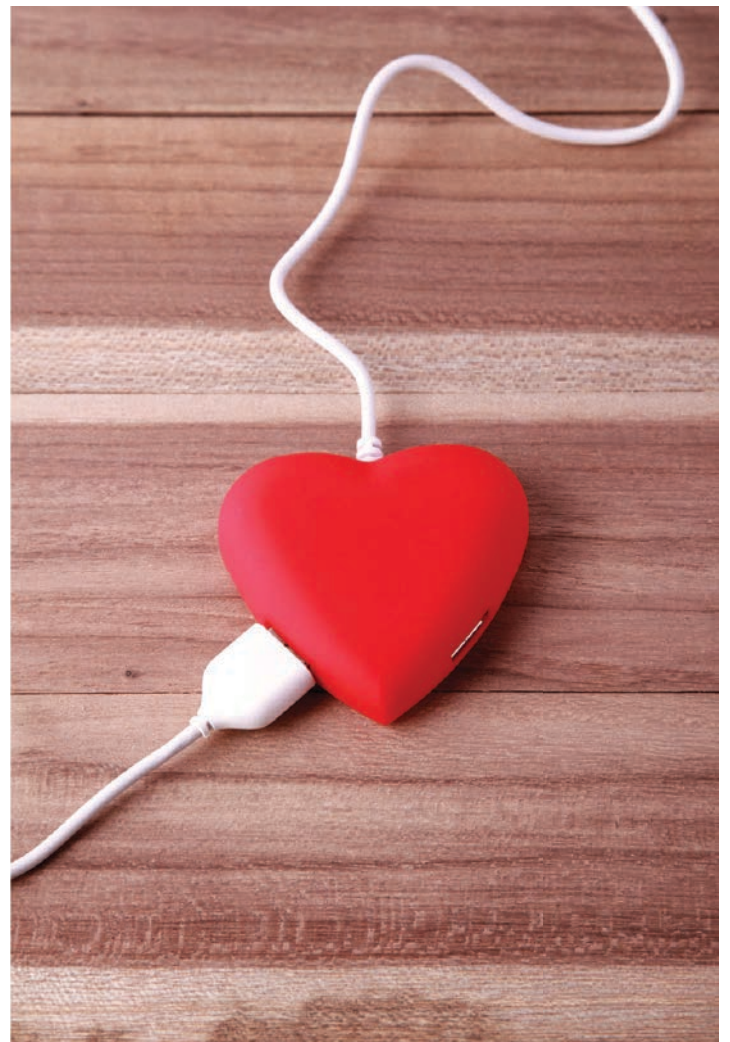
"We are all just walking each other home"

- Ram Dass

"I have a sign on my wall that says: 'We are all just walking each other home'," adds Terry. "I'm acutely aware that although often challenging, life is a gift and also, that death is inevitable. Much of society chooses to live in a death-denying comfort zone, which is understandable. However, we serve patients who are bravely facing their mortality. It is a privilege to assist them to live as fully as possible until that time arrives."

Hospice care is literally about *being there* for people during their end-of-life and grief journeys. It's with great pride that we can say at Hospice, we have continued to be there for our patients, clients and caregivers every challenging step of the way, despite the pandemic and our inability to physically be together at times. Though at times electronic screens may have kept us physically apart, they have also enabled us to stay together.

It's through the patience and resilience of our incredible Community & Supportive Care team, our dedicated volunteers and understanding community that has allowed us to continue - and expand - our mission at Hospice of creating a community that honours people as they journey to life's end, providing a haven where the palliative, the caregiver and the bereaved experience compassion, hope, and healing.



BECAUSE OF YOU



The LCF COVID-19 Response Fund, founded by London Community, Lawson and Westminster College Foundations, were honoured to support St. Joseph's Hospice of London with its increased sanitization and PPE costs. As one of our community's cherished gems, we were compelled to help Hospice sustain its caring and compassionate care during the pandemic.



**"Volunteers don't
get paid, not because
they're worthless,
but because
they're priceless."**

- sherry anderson



ST. JOSEPH'S
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SJHospiceLondon.com/donate-now



St. Joseph's Hospice depends on the help of volunteers to achieve its mission of providing compassionate care and companionship to those living with a palliative illness and bereaved individuals and families.

St. Joseph's Hospice offers a variety of volunteer opportunities, including:

- Administrative Support
- Board of Directors
- Committee Members
- Complementary Therapists
- Concierge
- Direct Support Worker

- Drivers
- Fundraising and Event Support
- Gardeners
- Housekeeping and Maintenance
- Kitchen Support
- Music
- Pet Therapy
- Reception
- Residence Aide
- Spiritual Care
- Supportive Care
- Volunteer Visitors

To learn more, please visit:

www.SJHospiceLondon.com/volunteering



CELEBRATING KIBBY BROOKS

35
YEARS

VOLUNTEERING

In 1985, Kibby Brooks was looking for opportunities to be of service in the community. It was then that she became aware of Hospice of London, just in its infancy after being founded only a short time earlier. Enrolling in the Volunteer training session, she began her 35.5 year journey as a Hospice Visiting Volunteer - and still offering her companionship and warmth to her community clients today.

Kibby was nominated by Hospice and is the recipient of the June Callwood Award in 2020. Nominees must demonstrate selfless service, generosity of spirit, compassion and a commitment to excellence. Typically, award recipients are invited to the Hospice Palliative Care Ontario Conference in Toronto to enjoy the conference with guest speaker, lunch and presentation of award. Unfortunately, due to the pandemic, the 2020 ceremony was cancelled. Kibby was recently presented with her certificate and pin at Hospice, presented by long-time Coordinator of Volunteer Services Carla McDonald.

"Hospice has given me a better understanding and acceptance of our life's journey. I have such admiration for the strength of so many clients with whom I was privileged to be part of their journey."

- Kibby Brooks, Volunteer

As a Visiting Volunteer, her work has always been out in the community, assisting in clients' homes to provide either respite care for the caregiver, or companionship and support to the client. "It just felt like the right fit for me," she adds about why she chose this type of Volunteer role over the many others available at Hospice.

Over the last 3 1/2 decades, Kibby has journeyed with many palliative clients and families and cherishes the unforgettable acquaintances she has made over the years. "I've connected with so many amazing clients - often different memories will pop into my head; moments of laughter, storytelling, shopping excursions, and just being present with each other."

The Visiting Volunteer role at Hospice is one that varies day by day, and client by client, the connection between volunteer and client often developing into wonderful relationships. Knowing that her clients are palliative and on their end-of-life journey, Kibby says her role can also have its challenges.

"There have been many times when you wish you could change situations, make things easier, but always keeping in mind your role as a volunteer is to give support any way you can. You reach a point when you know it's 'time'. The loss can be more difficult if you've had a long connection with the client."

**"My life's motto has always been
'Live, Love, Laugh'."**

"There have been many times when you wish you could change situations, make things easier, but always keeping in mind your role as a volunteer is to give support any way you can. You reach a point when you know it's 'time'. The loss can be more difficult if you've had a long connection with the client."

I'm VERY fortunate to have a loving wonderful family and close friends to keep me grounded," she adds about how she copes with the inevitable passing of her clients. "The caring Hospice staff is always available to chat about clients."

"St. Joseph's Hospice has enriched my life and made me more aware that 'Life is precious.'"

When not volunteering, Kibby enjoys reading, walking with friends, and cherishing time with her family. "What could be better than talking and laughing, and just 'being' with dear friends?" she asks. It's this quality and genuine compassion that Kibby consistently demonstrates that makes her stand out as the essence of what Hospice is, and the perfect candidate to be recognized for the award. "It was a great honour to be awarded the June Callwood Circle of Outstanding Volunteers Award," she adds.

Kibby's positive energy is contagious, and her smile and laughter warmed my heart, making it instantly clear how lucky her clients, friends, and family are while in her company - the perfect quality for a Hospice Visiting Volunteer. Asking her what she would tell someone who is considering volunteering at Hospice, she says "I would tell them what being a Hospice volunteer has meant to me. I would encourage them to connect with Hospice, find out about training sessions, and the many different ways in which you can be a Hospice volunteer."

We are eternally grateful to Kibby and her outstanding 35.5 years of dedicated service with Hospice. Congratulations on being the recipient of the June Callwood Award for 2020 Kibby!

BECAUSE OF YOU



Our community clients and caregivers feel a sense of comfort and peace from your visits, and you've allowed Hospice to offer phenomenal care since 1985.

Volunteers are the heart of Hospice. Thank you for all you do.

**"No one ever
became poor
by giving."**

- anne frank



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community engagement and development



The Community Engagement & Development (CE&D) team's role is to position St. Joseph's Hospice strategically to sustain and grow its resources.

The CE&D Department is vitally important because of Hospice's unique funding model – about 50% of Hospice's budget is supported by the community.

Building relationships with those who understand and care about Hospice's significance for all people in its community means discovering a shared vision and explaining our mission in a clear and meaningful way.

In addition to strengthening connections between people and the mission of St. Joseph's Hospice, Hospice's donors support the organizational structures and practices that enable the delivery of Hospice's mission.

We must raise \$1.2 million every year - \$100,000 per month - \$3,333 per day to continue providing compassionate care for our community.

As the need for hospice palliative care continues to grow, we depend on the generosity of our community to invest in our programs and services.



EMPLOYEE GIVING

THE SPICE OF LIFE

COMMUNITY ENGAGEMENT
AND DEVELOPMENT

For the last 8 years, Hospice has been grateful for the ongoing support from our generous community partner, McCormick Canada, best known for their delicious and versatile spices and seasonings. On their “global quest for flavour”, they’re “creating global flavour experiences that make every meal and moment better.” Not only are they improving meals – they’re improving lives through their commitment to supporting the communities they and their employees live and work in.

Having gifted Hospice well over \$120,000 since our Residence’s Capital campaign in 2013, McCormick Canada has continued to support our signature events every single year, including a matching gift for our annual direct mail programs.

Kimarie Harris, Executive Assistant and Community Liaison with McCormick Canada, says they have chosen to support Hospice specifically because of the invaluable care and support that is provided by our organization to individuals and their family members during such challenging times in their life. “We believe in the life-changing role Hospice plays in helping those in our community accept and cope with loss,” she adds.



“We hope our continued gifts make it easier for those in our community dealing with grief to be able to move forward through access to critical resources like counseling and support groups.”

McCormick Canada empowers and encourages their employees to give back to the community, and in turn, McCormick is able to as well.

One such way is the McCormick & Co. Community Service Award.

“These prestigious awards are given to employees who best exemplify McCormick’s commitment to improving the communities in which we live and work by volunteering their time with eligible community organizations. Five nominees are chosen, and the winner is announced at our annual Shareholders meeting,” Kimarie explains. “The winner is awarded \$25,000 for their charity and the remaining recipients are awarded \$5,000 for their charities. Four London employees have won money for their charities through their incredible commitment.”

Also, McCormick Canada encourages employee giving – a powerful way to give on an ongoing basis, through their Employee Payroll Deduction Campaign to the United Way, which the company matches every donation made by their staff. In Hospice’s 2020-2021 fiscal year, we received nearly \$120,000 in support from the United Way, partly made possible through campaigns like McCormick’s employee giving program.

Annually, they also host ‘Charity Day’ – an innovative way for employees to give the equivalent of one day’s compensation to a registered charity by working on a designated Saturday, instead – McCormick Canada once again matching 100% of their donation. “Our employees also raise funds throughout the year from Bake Sales, ice cream sales, BBQ’s, Bingo, raffles, Penny Tables, 50/50 draws or other fun activities,” adds Kimarie.




Known for their incredible products such as their Grill Mates® line of seasonings, recipe mixes, extracts and food colourings, McCormick Canada also supports both the community and their staff by frequently donating physical products. Hospice has been lucky to be the recipient on multiple occasions, supporting our Hospice Nutrition Services Department, and in turn nourishing our residents and their families every day, as well as at our annual community dinners.

BECAUSE OF YOU



Thanks to more than 3,000 donors who made over 3,977 donations last year we raised an outstanding \$1.15M to support patient and community care for St. Joseph’s Hospice. Donations to St. Joseph’s Hospice directly support our residents, clients, as well as their families through the many programs and services we offer at no cost.



"We hope people understand the importance of Hospice in our community and how companies and their employees can make a meaningful difference in people's lives when they need it the most."

– Kimarie Harris, McCormick Canada

We are incredibly proud of our products," says Kimarie, "and we often donate them to local organizations who are helping to end food insecurity. This includes donating them to our employees who are involved in personal fund raising/sponsorship activities within the community. Various charities and/or organizations who we support with complimentary products include food banks, shelters, schools, sport teams, etc."

With just these above-mentioned programs, McCormick Canada has donated over \$1 million over the past three years to support our community - a clear demonstration of the value of employee driven fundraising campaigns and the power of corporate giving.

"We hope people understand the importance of Hospice in our community and how companies and their employees can make a meaningful difference in people's lives when they need it the most," Kimarie adds in conclusion. "For our McCormick Canada family, giving back to our community is always a great way to feel connected and involved in improving people's lives. It doesn't get much better than that."

We couldn't agree more, Kimarie. Hospice is grateful for McCormick Canada's continued support of both our organization and our London-Middlesex community as a whole.


To learn more about McCormick Canada, please visit www.McCormick.com. To discuss becoming a partner with Hospice, please contact Colleen Harris at (519) 931-3483 or colleen.harris@sjhospicelondon.com.



BECAUSE OF YOU



"The work of St. Joseph's Hospice is an essential element of a caring community which understands the profound impact of the provision of compassionate care for people and their families at the end of life. We are proud to be supporters of this invaluable community asset." – Gordon Thompson, President, Sunningdale Golf & Country Club



**"Giving is not just about
making a donation.
It is about making a
difference."**

- kathy calvin



ST. JOSEPH'S
Hospice
OF LONDON

SJHospiceLondon.com/donate-now

year in review



YOUR SUPPORT MATTERS

St. Joseph's Hospice is an independent charity that was grassroots grown and is generously supported by its community of donors and volunteers.

Hospice is only partially funded by the government and relies on our community and individual donors to sustain our operations, which total **\$1.2 million per year** to provide care and support to our patients and their loved ones in our residence and in the community.

YEAR IN REVIEW



Care in Our Residence

- Patients Served: 131 *
- Average Length of Stay: 18 days
- Occupancy Rate: 68%
- Volunteer Hours Provided: 2,794.6



Community & Supportive Care

- Clients & Caregivers Served: 487
- Bereaved: 272, Palliative: 78, Caregiver: 64, Spiritual Care: 73
- Visits in the Community: 2,809
- Individual Counselling Sessions: 109
- Group Sessions: 69
- People Attending Group Sessions: 667
- Volunteer Hours Provided: 1,672
- Virtual Services: 1,019

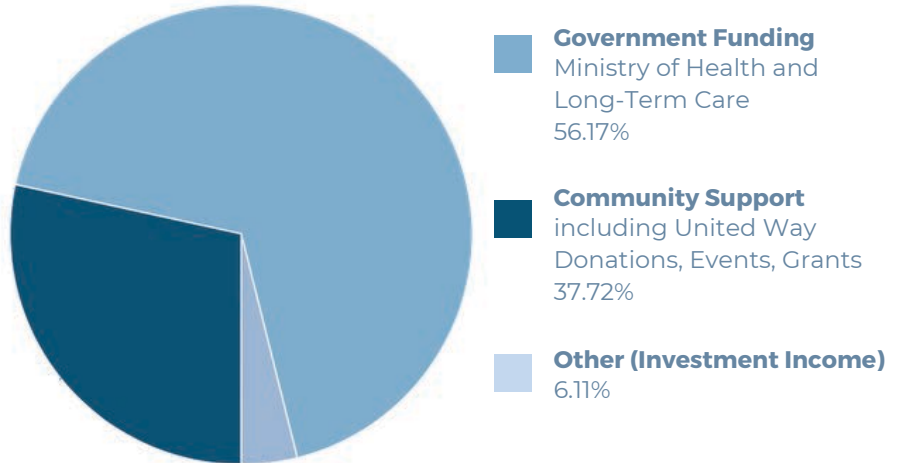


Volunteer Services

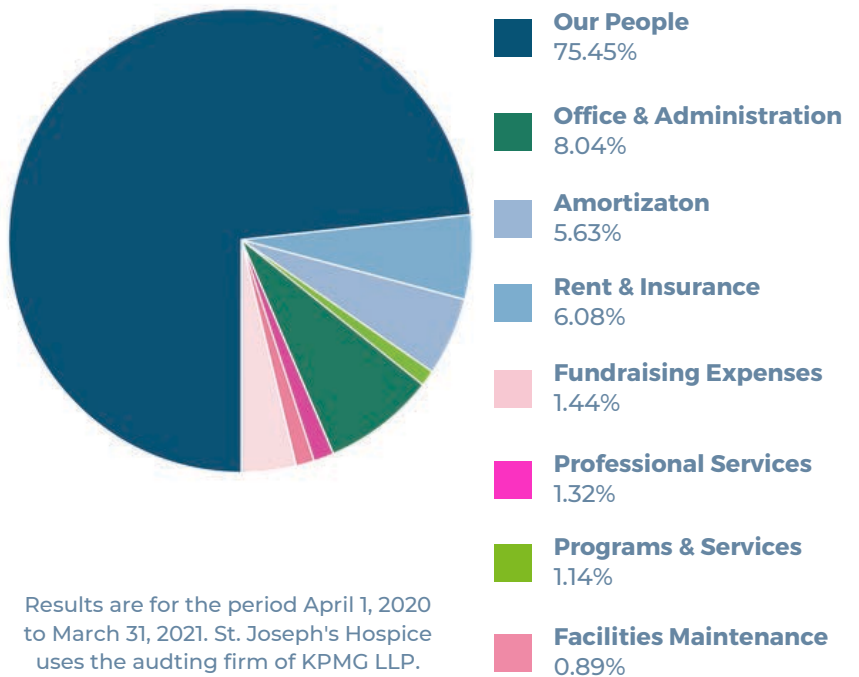
- Number of Volunteers: 257
- Total Hours Provided to the Entire Organization: 8,474
- Residence: 2,795
- Community & Supportive Care: 1,605
- Miscellaneous Support: 4,074



Sources of Revenue



Your Gifts in Action



Results are for the period April 1, 2020 to March 31, 2021. St. Joseph's Hospice uses the auditing firm of KPMG LLP.

*Provincial statistics for Hospices show that for each patient served, more than **five additional individuals**, ie: loved ones, caregivers, relatives, etc. are touched by our care.



we are here for you...
because of you.



@SJHospiceLondon

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ST. JOSEPH'S
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